



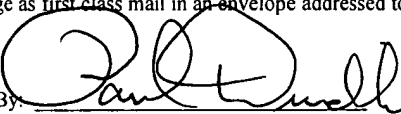
2161
#2

THE UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF MAILING

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to Commissioner for Patents, Washington, D.C. 20231, on

Date: 11/14/01

By: 
Paul A. Durdik

Technology Center 2100

NOV 21 2001

RECEIVED

In re Application of:	
Takeshi Ishizaki, et al.	Examiner: Unassigned
Serial No.: 09/964,129	Art Unit: 2161
Filed: September 25, 2001	
Title: Integrated Service Management System	

Commissioner for Patents
Washington, DC 20231

**INFORMATION DISCLOSURE STATEMENT PURSUANT TO
37 C.F.R. §§1.97-1.98**

Sir:

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and pursuant to 37 C.F.R. §§1.97-1.98, Applicants hereby notify the U.S. Patent and Trademark Office of the references listed on the attached Form PTO-1449. One copy of each cited reference is submitted herewith.

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicants reserve the right to dispute any of the listed documents as prior art during examination. Furthermore, Applicants do not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present

application. The submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made or that no other material information may exist.

The Examiner is requested to initial the enclosed Form PTO-1449 and return a copy thereof to the undersigned.

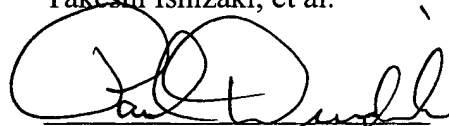
The present Information Disclosure Statement is being filed within three months of the filing date of the national application that is other than a continued prosecution application.

If for any reason an insufficient fee has been paid, please charge the insufficiency to Deposit Account No. 05-0150.

Date: November 14, 2001

Squire, Sanders & Dempsey L.L.P.
600 Hansen Way
Palo Alto, CA 94304-1043
Telephone (650) 856-6500
Facsimile (650) 843-8777

Respectfully submitted,
Takeshi Ishizaki, et al.

A handwritten signature in black ink, appearing to read 'Paul A. Durdik', is written over a horizontal line.

Paul A. Durdik
Attorney for Applicants
Reg. No. 37,819

+

+

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for form 1449A/PTO

(use as many sheets as necessary)

Complete if Known

Application Number	09/964,129
--------------------	------------

Filing Date	September 25, 2001
-------------	--------------------

First Named Inventor	Takeshi Ishizaki, et al.
----------------------	--------------------------

Group Art Unit	2151
----------------	------

Examiner Name	Unassigned
---------------	------------

Attorney Docket Number	36992.00083 (HAL-187 CIP)
------------------------	---------------------------

RECEIVED
NOV 2 1964

21 2001

2001
Center 2100

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

**Examiner
Signature**

Date
Considered

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO:** Assistant Commissioner for Patents, Washington, DC 20231.

